



Adult Basic Education Support Specialist

Job Order 601832

May 1, 2018

Updated May 23, 2018

Department: General Studies

FLSA Status: Non-Exempt

Union Code: ESS

Salary Grade: B

Reports To: Supervisor, Adult Basic Education & College 101

Amount of Travel Required: 1-2 times per month

Positions Supervised: None

LOCATION: Green Bay

STANDARD HOURS: 37.5 hours per week; varied hours 8 a.m. - 6 p.m. Monday thru Friday. Flexibility required to include other evening and/or weekend hours as necessary.

STARTING SALARY: Minimum starting salary is \$17.69/hour

**Current benefit eligible employees will be placed within the pay range based on their current rate/range.*

Required online application available on website: www.nwtc.edu/jobs

Location: Northeast Wisconsin Technical College, Human Resources, 2740 West Mason Street, Green Bay, WI 54307-9042. All postings are considered current and available until removed from the website.

Northeast Wisconsin Technical College is committed to promoting a learning environment where employees and students of differing perspectives and cultural backgrounds pursue career and academic goals embraced in an environment of respect and shared inquiry.

The College is seeking to attract ethnically diverse instructors and staff who can inspire our increasingly diverse student population.

POSITION SUMMARY

Provide high-level customer service to prospective students, staff, faculty and the general public about the English Language Acquisition (ELA)/High School Equivalency (HSE)/Career Pathways Bridge (CPB) programs. Assist students in completing paperwork for entry into the ELA/HSE/CPB programs. Enroll students into their prospective courses. Administer tests when necessary. Generate, review, and analyze data to prepare for college, state and federal reporting purposes regarding student goal attainment and student enrollment for FTE's.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the functions identified in the job description.

Essential Functions Statement(s)

- Greet internal and external customers, in person or via phone and email, and serve as the liaison between the customer and the appropriate services.
- Respond to students' personal and academic challenges by connecting them to internal and community resources.

- Serve as the primary resource and first contact for ELA/HSE/CPB processes. Collaborate, coordinate, and communicate with other departments to ensure constant sharing of information and quality of service for our students and customers.
- Notify departments, instructors and students of class schedules, schedule changes, class cancellations, instructor absences and classroom changes.
- Guide students through the registration process and course enrollment. Explain admission requirements and timelines.
- Review and update student data to ensure accurate information and successful completion of the registration and enrollments.
- Create student accounts, process student enrollments, and enter student attendance in the Client reporting system.
- Collect, analyze and optimize ELA/HSE/CPB attendance data.
- Create, maintain and report on student goal attainments, team action plan items (FORCE), Client reporting and student persistence and completion data.
- Generate provide data statistics on student success for state and federal reporting requirements.
- Prepare and submit quarterly and tri-annual reports for evaluation of program performance measurements based on student outcomes. Maintain open communication with grant administrators about student progress and grant outcomes.
- Update and maintain database systems with client, student and testing data.
- Train faculty and staff in methods and procedures relating to ELA/HSE/CPB reporting requirements.
- Assist instructors and students with technology issues and questions (i.e.; log in information, navigation)
- Develop and maintain documentation to support ELA/HSE/CPB processes and training procedures.
- Review, evaluate and update ELA/HSE/CPB processes and policies for efficiency and continuous improvement.
- Assist in the design, development, and implementation of ELA/HSE/CPB policies and procedures; participate on project teams as needed.
- Administer, grade and interpret results of TABE and TABE CLAS-E tests to advise and assist students with appropriate course placement.
- Work collaboratively and collectively with the College and Career Readiness/English Language Acquisition (CCR/ELA) Navigation Specialist.
- Cross train and back up in other areas of General Studies.

POSITION QUALIFICATIONS

Competency Statement(s)

- Values - Demonstrate behaviors and action that support the College's values - Customer Focus, Everyone Has Worth, Passion and Inspiration, Collaboration, Emotional Intelligence, Results and Accountability, Valuing Talent and Well Being, and Ethics.
- Student Success – Demonstrate behaviors and actions that support student recruitment, retention, and student success initiatives.
- Diversity Oriented - Ability to work effectively with people regardless of their age, gender, race, ethnicity, religion, disability, socio-economic background, or job type.
- Interpersonal – ability to get along well with a variety of personalities and individuals.
- Analytical Skills – ability to use thinking and reasoning to solve a problem.
- Accuracy – Ability to perform work accurately and thoroughly
- Accountability – ability to accept responsibility and account for his/her actions.
- Active Listening - Ability to actively attend to, convey, and understand the comments and questions of others.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Conflict Resolution – Ability to deal with others in an antagonistic situation.
- Self-Motivated – Ability to be internally inspired to perform a task to the best of one's ability using his/her own drive or initiative.
- Working Under Pressure – Ability to complete assigned tasks under stressful situations.
- Flexibility – Ability to adjust to changes as necessary.

- Customer Oriented - Ability to take care of the customers' needs while following company procedures.
- Detail Oriented - Ability to pay attention to the minute details of a project or task.
- Organized - Possessing the trait of being organized or following a systematic method of performing a task.
- Time Management - Ability to utilize the available time to organize and complete work within given deadlines.

SKILLS & ABILITIES

Education: Associate Degree in a business related field.

Experience: Three years of related experience

**An equivalent combination of education and work experience may be considered.*

Computer Skills

Microsoft Office Suite

Other Requirements:

Bilingual – English and Spanish preferred.

PHYSICAL DEMANDS

Physical Demands		Lift/Carry	
Stand	F (Frequently)	10 lbs or less	F (Frequently)
Walk	F (Frequently)	11-20 lbs	O (Occasionally)
Sit	F (Frequently)	21-50 lbs	O (Occasionally)
Handling / Fingering	C (Constantly)	51-100 lbs	N (Not Applicable)
Reach Outward	F (Frequently)	Over 100 lbs	N (Not Applicable)
Reach Above Shoulder	O (Occasionally)		
		Push/Pull	
Climb	N (Not Applicable)	12 lbs or less	O (Occasionally)
Crawl	N (Not Applicable)	13-25 lbs	N (Not Applicable)
Squat or Kneel	O (Occasionally)	26-40 lbs	N (Not Applicable)
Bend	F (Frequently)	41-100 lbs	N (Not Applicable)

- N (Not Applicable)** Activity is not applicable to this occupation.
- O (Occasionally)** Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
- F (Frequently)** Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
- C (Constantly)** Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

The College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.

NWTC does not discriminate on the basis of age, race, color, disability, sex, gender, sexual orientation, gender identity, national origin or other protected classes.